

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Knott *et al.*
Serial No.: 10/829557
Filing Date: April 22, 2004
Confirmation No.: 6361
Group Art Unit: 2614
Examiner: Patel
Title: *User Interface for "How to Use" Application of Automated Self Service Call Center*

MAIL STOP – AMENDMENT
COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

RESPONSE TO OFFICE ACTION

In response to the Office Action mailed June 20, 2007, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

Amendments to Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 9 of this paper.